

## Frequently Asked Questions

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### **Q. What should I do if my normal water pressure decreases?**

**A.** If the problem appears only on kitchen and bathroom sink taps, make sure the faucet screens are free of accumulated hard water deposits or sediment. If all taps are affected, make sure your main shut-off valve is fully opened and your pressure regulating valve, if you have one, is operating properly. If you have a water conditioning system (softener, etc.) verify that it is operating properly. If none of the above problems are evident, contact the Water Dept. Occasionally, system operations such as main line repairs, line flushing, etc. will cause the pressure to drop.

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### **Q. What should I do if my water pressure goes too high?**

**A.** If your plumbing system is equipped with a pressure reducing valve (PRV) you should ensure that it is functioning properly. If it is, high main line pressure should not be a problem. If you do not have a PRV on your plumbing system, call the Water Department. Higher than normal pressure probably indicates a main line PRV failure.

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### **Q. Do I need a pressure regulating valve (PRV) on my plumbing system?**

**A.** The current Uniform Plumbing Code adopted by Bountiful requires homes to have a PRV and strainer if the local water pressure (in the main line supplying your building) exceeds 80 pounds per square inch (80 psi). However, it is highly recommended that all home plumbing systems be equipped with a PRV, even if the local pressure is less than 80 psi. The reason for this is that while the local pressure may be less than 80 psi, that pressure may be a "regulated pressure" or a pressure reduced from a higher level by a main line PRV. Since mechanical devices such as PRVs are subject to failure, the local pressure could go much higher than normal in the event of such a failure.

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**Q. What are the requirements to connect a sprinkler system to my water culinary water line?**

**A.** Sprinkler irrigation systems may be tapped off the customer's house lateral if proper precautions are taken to protect the public potable water system from cross connection contamination. These protections include:

1. a dual check valve on the meter setter in the meter pit; and
2. an approved and properly installed backflow prevention device, assembly or system as an integral component of the sprinkler system.

All residential services installed since 1995 should have the dual check valve in the meter pit. Older homes may or may not have the check.. Contact the Water Dept. for information about your dual check valve or backflow prevention equipment.

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**Q. Why do you let fire hydrants run?**

**A.** From time to time it is necessary to flush some main lines, especially dead ends or low use areas, to freshen the water in them or to expel accumulated sediments that break off from the inside of the pipes. We also will allow one or more fire hydrants to run in order to reduce the line pressure to allow a repair or a new tap to be made without totally shutting off the water to customers.

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**Q. Does Bountiful operate the sewer system in the city?**

**A.** As of January 1, 2004, Bountiful City transferred ownership of the operation and maintenance of our Sewer Department to South Davis Sewer District. You can reach South Davis Sewer District by calling 801-295-3469.